THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. Bills are sent timely and correctly. During past six months only 18 complaints were received and they have been settled promptly.

(b) Does not arise in view of (a) above.

(c) Telephone Adalats and Open House Sessions are held once in two months where subscribers are heard in person.

(d) Does not arise in view of (c) above.

Security precautions in Postal Department

1919. SHRIMATI JAYA BACHCHAN : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased tostate:

(a) whether computerization in Postal Department has increased the paper work instead of reducing it and added to the possibilities of frauds and embezzlement in the absence of security precautions; and

(b) if so, the reasons therefor and the steps taken to address the situation?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) No, Sir. The computerization in the Department of Posts has helped in reduction of paper work. The application softwares, currently in use in post offices, have several in-built security features and they are constantly improved upon. Detailed security instructions to be followed in computerized Post Offices have also been issued to guard against fraud and embezzlement.

Electronic Telephone Exchanges in Arunachal Pradesh

1920. SHRI NABAM REBIA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of Telephone Exchanges in the State of Arunachal Pradesh which have been converted into Electronic Exchange during the last three years;

(b) the details of targets fixed for the same during this period; and